

Urgent Care Length of Stay Capstone Project

An Ohio hospital operates two urgent care sites where time spent in an urgent care is critical to patient satisfaction. In September of 2011, Length of stay in both Urgent Care sites was observed to be an average of 99 minutes, which could cause patients to present to the ED (a serious business and quality concern). A goal was set to reduce the median patient time between Registration and Discharge to be less than 60 minutes. Lean Six Sigma tools utilized included: team charter, value stream mapping, 5S, work leveling, visual management and control plans. Reduction of waste and daily management systems were countermeasures put in place resulting in a 44% reduction in time and achievement of the established target.